

For Discussion

**Legislative Council Panel on Home Affairs
Operation of Tin Sau Bazaar in Tin Shui Wai**

Purpose

This paper informs the Panel of the operation and enhancement measures of the Tung Wah Group of Hospitals Tin Sau Bazaar (Tin Sau Bazaar).

Operation of Tin Sau Bazaar

2. Tin Sau Bazaar is operated by the Tung Wah Group of Hospitals (TWGHs) on a non-profit-making basis. The objective of the Bazaar is to provide more shopping choices for local residents, develop the local economy and create local employment.

3. There are 152 stalls in the Bazaar for renting to individuals on a monthly basis (over 70% of the stall operators were referred by social workers, while over 60% were underprivileged individuals with low income or on Comprehensive Social Security Assistance), as well as 30 stalls for renting to organisations and four stalls operated by TWGHs. The stalls for individuals cover 27 specialty trades that meet the needs of the community, as well as those selling clothing and footwear, foodstuffs and grocery items, etc. The Bazaar commenced operation on 1 February 2013. It opens from 8:00 am to 8:00 pm every day, seven days a week. Apart from the stalls, the Bazaar also has an office, a guard post, water supply stations, drainage facilities, lighting, temporary toilets and sitting-out areas.

Enhancement Measures

4. TWGHs and the Government have been closely monitoring the operation of the Bazaar, and have been listening to the requests and views of stall operators, District Council members and other stakeholders. For instance, views are collected at the regular liaison meetings with the stall operators of the Bazaar, while TWGHs' staff, including social worker, stationed at the Bazaar listen to opinions and provide the stall operators with assistance. At present the patronage of the Bazaar and its attractiveness to consumers in both Tin Shui Wai (TSW) and other districts have room for improvement. Details of the enhancement measures and the assistance provided by Government departments are set out below -

Improvement in Venue Facilities

- (a) To improve the capacity of rainwater disposal in the Bazaar, the Architectural Services Department (ArchSD) installed about 30 additional drainage points on site in early April 2013. ArchSD has also installed an additional surface channel at each major aisle and carried out corresponding local floor leveling since late April. The first phase of installation works has been completed in early May. The second and third phases are expected to finish before July. When the black rainstorm signal was in force on 22 May, no flooding occurred in the Bazaar and the situation of excessive accumulation of water had significantly improved, showing that the works have achieved the purpose of rainwater disposal.

TWGHs explained to the stall operators the arrangements and impact of the works mentioned above at the liaison meeting in April. Owing to constraints in the contractor's manpower and power supply at the venue, temporary closure of the entire Bazaar would only shorten the overall works period by one week. Taking into account the efficiency of the works and the mitigation of inconvenience caused to the stall operators and residents, the stall operators discussed and agreed to TWGHs' proposal that the works should be carried out in three phases. Rental waiver for the period of business suspension (plus two additional days) will be granted to the stall operators concerned. For those stall operators who did not have to suspend business but were affected by the works, TWGHs will consider arranging rent-free period subject to availability of resources.

As the surface of the Bazaar is paved with concrete, dust should not be a major problem. As regards the noise and dust caused by the improvement works, ArchSD has adopted feasible mitigation measures such as covering the fences of the works area with canvas and cleaning with water to minimise the impact on stall operators. TWGHs will also conduct cleaning more frequently to reduce dust.

- (b) ArchSD installed an additional handrail at the entrance steps of the Bazaar in early May for the convenience of visitors.
- (c) The Yuen Long District Office (YLDO) has actively liaised with the relevant departments in examining the feasibility of providing more access points, for example an access point for the public to go between Tin Yat Estate and the Bazaar via Tin Sau Road Park. Relevant departments are exploring its feasibility.

- (d) As regards the issue of scorching sunshine, the design concept of the Bazaar is outdoor market stalls which operate under a short-term tenancy of not more five years. The Bazaar, which adopts an open layout with standalone stalls of different sizes, is equipped with basic facilities. The construction of canopy or roof may not be compatible with the concept of outdoor market stalls. ArchSD has provided an awning for each stall for sun-shading purpose. In compliance with fire safety requirements, the awning is installed independently at each stall and cannot be connected with one another. To improve the shading in the Bazaar, TWGHs has installed 13 large sun umbrellas near the benches on site since early April this year and provided 30 smaller and movable ones in early June. TWGHs is considering erecting fixed sun umbrellas at locations with intense sun exposure and further improving the awnings at the stalls in order to enlarge the shaded areas. Moreover, TWGHs will procure large outdoor fans in late June to improve the comfort of shoppers in summer.
- (e) The function of the Bazaar is to provide a shopping venue. It is equipped with benches and planters where shoppers may take a rest. TWGHs has also procured tables and chairs for visitors. There are sitting-out and recreational facilities in the adjacent Tin Sau Road Park.
- (f) While 52 of the stalls in the Bazaar are allocated with electric current of 6 ampere (A), 14 stalls are allocated with 15A. In response to stall operators' request, among the remaining 116 stalls originally allocated with electric current of 2A, TWGHs has enhanced the power supply for 56 stalls (increased from 2A to 6A) in early May which can generally meet the daily needs of the stall operators in using, for example, rice cookers, boilers, fans and small refrigerators. TWGHs suggests that the operators should use high power electrical appliances (such as large rice cookers and boilers) separately.

TWGHs will enhance the power supply of the remaining 60 stalls currently allocated with an electric current of 2A (increasing from 2A to 6A) which will largely be completed by early June. In order to optimise the power supply in the long run, the power company will assist TWGHs in increasing the power supply by at least 400A of three-phase electric current which is expected to complete during the latter half of the year. The power supply to each stall may be enhanced to 13A depending on the needs of the stall operators by then.

- (g) In response to requests for selling meat in the Bazaar, TWGHs has applied to the Food and Environmental Hygiene Department (FEHD) for a Fresh Provision Shop Licence. FEHD has advised TWGHs of the licensing requirements and the latter will implement the required alteration works and procedures with a view to introducing chilled/frozen meat to the Bazaar as soon as possible. As regards the Food Factory Licence which is related to the provision of cooked food, the site and facilities of the Bazaar do not meet the relevant licensing requirements. TWGHs will continue to consult FEHD in exploring the feasibility of obtaining the licence.

Publicity and Location Signs

- (h) TWGHs has put up publicity banners near the Bazaar and in various streets in TSW. It has also applied to the Leisure and Cultural Services Department for putting up banners in Tin Sau Road Park. Besides, TWGHs distributes promotional leaflets at locations with high pedestrian flow, such as shopping arcades close to the Bazaar, West Rail (WR) and Light Rail (LR) stations, etc. to promote the products and specialty stalls of the Bazaar.
- (i) Since late April, TWGHs has started posting promotional posters at the housing estates in the district. It is considering to extend the promotion to other housing estates in TSW. The poster contains the latest shopping discounts and offers as well as public transport information of the Bazaar.
- (j) The Mass Transit Railway Corporation (MTRC) is adding location information about the Bazaar in the nearby railway stations. The location of the Bazaar has been shown on the maps in Tin Shui Wai Station of WR, as well as in Tin Sau and Tin Yat Stations of LR. MTRC has also displayed directional signs for the Bazaar at the entrances and exits of Tin Sau Station and will display signs at the entrances and exits of Tin Yat Station in June.
- (k) TWGHs will advertise the Bazaar on buses and through promotional videos to be broadcast inside the buses in July and August and will consider renting advertising lightboxes at locations with high pedestrian flow. Upon completion of the drainage improvement works, TWGHs will launch low-price promotions for selected products and invite the media to report on the specialty stalls, products and activities of the Bazaar.

Measures to Enhance Patronage

- (l) TWGHs will provide shopping guides at the entrance of the Bazaar to give visitors information on product types and stall locations.

- (m) Since late March, TWGHs has organised the “Tin Sau Arts Fair” with booths of handicrafts and games every Saturday with a view to attracting more visitors. Customers who have spent \$10 or more in the Bazaar may take part in the “Arts Fair” for free.

- (n) In order to enhance the Bazaar’s patronage, TWGHs opens the plaza at the Bazaar’s entrance for local organisations to hold activities. TWGHs and YLDO have held various community involvement activities in the Bazaar and the adjacent Tin Sau Road Park respectively to attract and engage the local residents. TWGHs has held various large-scale publicity events in the Bazaar including the Bazaar’s opening ceremony on 8 February and “2013 Biciline New Year Bicycle Parade” on 16 February. TWGHs also organises festive activities (such as Mother’s Day, Dragon Boat Festival and Father’s Day) with games, performances, product exhibitions and shopping offers. YLDO has also held activities in Tin Sau Road Park including the “Yuen Long District Youth Festival Kick-off Ceremony 2013” on 5 May. YLDO plans to organise activities such as the “Opening Ceremony of Colourful Life@Yuen Long” and “Tin Shui Wai North Area Committee Healthy Living Carnival cum Prize Presentation Ceremony” there later this year.

- (o) TWGHs has promoted to local travel agencies the Bazaar as one of their tour attractions. During the past two months, 20 tours have visited the Bazaar. TWGHs will continue to liaise with local travel agencies, encouraging them to include the Bazaar in their itinerary.

- (p) TWGHs is exploring to discuss with stall operators on a weekly basis special price offers for selected products and coupons for customers to attract more business.

- (q) TWGHs plans to conduct a questionnaire survey of customer demands in the third quarter of this year to help formulate further enhancement measures.

- (r) TWGHs will consider adding weekend and holiday sidewalk vending at the vacant portions of the Bazaar to enhance overall product creativity. TWGHs will also consider introducing regularly renewed promotions of featured product such as unique delicacies and souvenirs in order to attract more visitors.

Enhancing Business Skills of Stall Operators

- (s) TWGHs aims to support the underprivileged in strengthening their ability of self-reliance in the operation of the Bazaar. To enhance the business skills of stall operators, TWGHs has launched a series of related training programmes. It organised two training workshops on business skills in April which received encouraging response with an attendance of 141 operators. The third workshop on retail skills will be held soon. TWGHs will continue to work with its partners in the commercial sector with a view to providing the stall operators with training on various business skills. TWGHs will also try to gather information on suppliers who may provide discounts, accept small orders and offer delivery service in order to lower the operating costs of the stall operators.

Enhancement of Management

- (t) TWGHs holds regular liaison meetings to gather stall operators' views and report on the measures for enhancing the operating environment of the Bazaar.
- (u) TWGHs publishes a monthly newsletter to provide stall operators with the latest information about the Bazaar and business tips.

5. Photographs showing some of the above-mentioned enhancement measures are at **Annex**.

Way Forward

6. TWGHs will set up "The Advisory Committee on the Management of Tin Sau Bazaar" comprising the stall operators' representatives and other stakeholders, including representatives of the Government and the District Council, as a platform for thorough discussions on the management and long-term development of the Bazaar as well as its continuous improvement. TWGHs will review the terms of tenancy and the product/trade types, etc. before the expiry of the current tenancy of the stalls (i.e. late January 2014) to facilitate the operation and continued development of the Bazaar.

7. TWGHs and the Government hope to attract more visitors to the Bazaar through the above-mentioned enhancement measures and to improve the operating environment of the Bazaar as well as the business skills of the stall operators. TWGHs and the Government will continue to closely monitor the operation of the Bazaar.

Home Affairs Department
June 2013

Enhancement Measures in Tin Sau Bazaar

(1) Rainwater disposal

Installation of additional drainage points



Installation of additional surface channels



(2) Provision of an additional handrail at the entrance staircases



(3) Installation of sun shading facilities



(4) Publicity efforts



(5) Location signs

Map in West Rail Tin Shui Wai Station



| Location | Icon | Bus/Train Line | Platform | Exit |
|--------------------------------------|------|----------------|----------|------|
| 天水圍運動場 Tin Shui Wai Sports Ground | | | | |
| 天水圍泳池 Tin Shui Wai Swimming Pool | | | | |
| 廈村 Ha Tsuen | 1 | K75 | A | S7 |
| | 2 | K65 | B | R6 |
| | Bus | 34A | B | R6 |
| 香港濕地公園 Hong Kong Wetland Park | Bus | 705 | E1 | V6 |
| 東華三院天秀墟 TWGHs Tin Sau Bazaar | Bus | 706 | E3 | V6 |
| 流浮山 Lau Fau Shan | 2 | K65 | B | R6 |
| | Bus | 34 | B | R6 |
| 沙橋 Sha Kiu | Bus | 35 | B | R6 |
| 深圳灣口岸 Shenzhen Bay Port | Bus | B2P | B | R6 |

Activities to enhance patronage

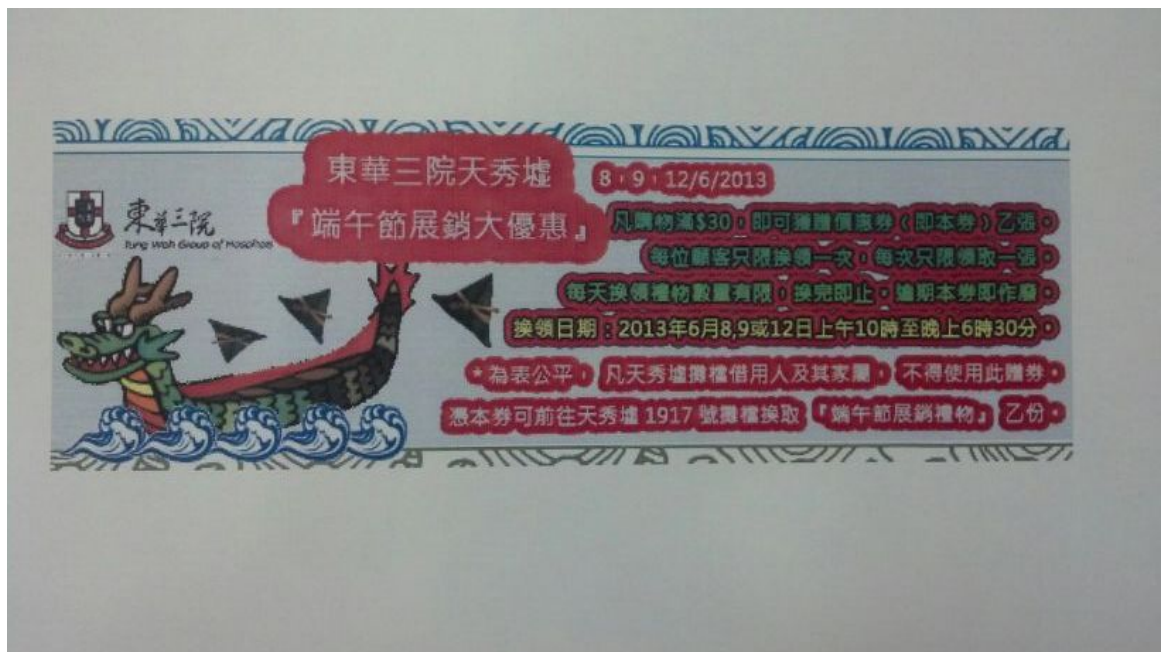
2013 Biciline New Year Bicycle Parade



Tin Sau Arts Fair



Shopping coupon for use in the Dragon Boat Festival Product Exhibition



(6) Training workshop on business skills



(7) Regular liaison meeting with stall operators

